

**Purpose:**

- 1 To establish the overall direction for any interruption of Canada Post mail service in order to:
  - (1) protect revenue streams and ensure compliance with legal and legislative requirements; and
  - (2) ensure a level of service that minimizes the impacts of the interruption and provide alternate mechanisms for the delivery and receipt of City mail.

**Policy Statement(s):**

- 2 In the event of an interruption of Canada Post mail services, these items are delivered using the following method:
  - (1) Available for pick up at City Hall**
    - (a) All invoices less than \$5000.00
    - (b) Payments to vendors, suppliers, and contractors less than \$5000.00
    - (c) Property tax notices for in town addresses that cannot be delivered by hand
  - (2) Hand Delivered**
    - (a) Assessment Requests for Information (RFI)
    - (b) Accounts receivable invoices that are, as determined by Revenue and Assessment, high risk collectability or financial impact
    - (c) Legal notices
    - (d) Legislative notifications
    - (e) Property tax notices (residential and commercial)
    - (f) Utility bills (residential and commercial)
  - (3) Delivered by Courier**
    - (a) General invoices and utility bills in excess of \$5000.00 with out-of-town addresses
    - (b) Payments to vendors, suppliers, and contractors in excess of \$5000.00
    - (c) Property tax notices with out-of-town delivery addresses
- 3 Those hand delivering mail for The City use applicable Personal Protective Equipment (PPE) and wear approved identification badges.
- 4 Emailing documents is used as a substitute for hand delivery when acceptable to the party receiving the document.
- 5 The following are available, in addition to regular payment options:
  - (1) City Hall drop box
  - (2) Collicut Centre drop box
  - (3) Recreation Centre drop box
  - (4) Dawe Centre drop box
  - (5) Michener Recreational Centre drop box
- 6 Payments received after the due date are subject to applicable penalties.

**Definition(s):**

- 7 **“Postal Interruption”** means a cessation of normal public postal service in Canada or in any part of Canada that is or may reasonably be expected to be of more than 48 hours’ duration

**References/Links:**

- 1 EL-A-2.3 Treatment of Public
- 2 1012-C Customer Service Enhancements
- 3 5005-C Delivery of Mail to the City of Red Deer
- 4 2014-CA Customer Services

**Scope/Application:**

- 1 This Policy applies to all City employees.

**Authority/Responsibility to Implement:**

- 1 General Manager of Corporate & Employee Services

**Inquiries/Contact Person:**

- 1 Legislative Services Project Coordinator

**Policy Monitoring and Evaluation:**

- 1 This Policy will be evaluated every three years and revised as required.

**Document History:**

<b>Date:</b>	<b>Approved/Reviewed By:</b>	<b>Title:</b>
Approved: June 27, 2016	“Lisa Perkins”	Acting City Manager
Revised: October 14, 2016	“Craig Curtis”	City Manager
Revised: July 13, 2020	“Allan Seabrooke”	City Manager